

# Hadi Gunawan

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## SUMMARY

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Hello, my name is Hadi Gunawan and I am a fresh graduate from the University of Pamulang majoring in Informatics Engineering, I have work experience for approximately 2 years. Tech-savvy, I have an enthusiasm to have a career in the data field for instance: Data Analyst, Data Scientist, etc, but do not rule out opportunities in other fields. Eager to learn and adapt to a new technology tool or method used.

## EXPERIENCE

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### Retention and Winback, Myrepublic ID

Aug 2018 - July 2020

- Make outbound calls to customers who have a disconnected status of subscription in order to minimize the occurrence of churn, using **customer data from CRM** (customer and **target oriented**)
- **Escalated reports** related to customer problems and rewards to customers. Using google sheets, CRM and tools for instance: Zendesk, internal CRM
- **Communicate** with other co-workers with same or in another division to achieve target goals

### Data Entry Assistant Intern, BP2T South Tangerang

Jan 2016 – Feb 2016

- Entry data into Microsoft Excel
- Organizing a physical data into the warehouse and maintaining them

## LICENSE AND CERTIFICATIONS

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### SQL Fundamentals Skill Track (DataCamp)

Learning and practicing about Structured Query Language (SQL), in this course I learning from basic to intermediate, window function, correlated queries, nested queries, Common Table Expressions (CTE), built-in PostgreSQL functions and many more

### Learning Data Analytics (Roadmap by LinkedIn Course)

Learning about data analyst role including soft skills and hard skills such as data cleaning, data manipulation and data visualization using power bi and Ms. excel

### Tableau Fundamentals Skill Track (DataCamp)

Learning and practicing about data preparation, identification, data visualization, insight, dashboard, story using tableau. And many more online course

## SKILLS

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**Hard Skills and Tools:** Visual Studio Code, Excel, Word, PowerPoint, SQL, Tableau, Power Bi, Google Sheets, Google Data Studio, HTML, CSS, Github, MySQL, Adobe Photoshop, (Novice: SQL Server, PHP, Python, Flutter, AWS)

**Soft Skills:** Communication, Critical Thinking, Teamwork, Adaptability, Prosedural Thinking

## EDUCATION

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Bachelor of  
Informatic  
Engineering

University of Pamulang

Sept 2017 – Aug 2021

GPA: 3.46

**Relevant coursework:** Database, Algorithms and Programming, Data Communication, Statistics, Informatics Logic, Calculus, Basic Physics, Computer Programming, Data Structures, AI, DSS.